



mCare: Development, Deployment and Evaluation of a Mobile Telephony-based Patient Secure Messaging System

Project Overview

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mCare

11 August 2010



Disclaimer

"The views and opinions expressed in this presentation are those of the author and do not reflect official policy or position of the Department of the Army, Department of Defense or the U.S. Government."

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mCare Project Overview

What it is:

- ✓ Synchronization over distance of:
 - mTBI patients
 - Other Wounded Warriors
 - Military care team members
- ✓ Uses patients' EXISTING cell phones
- ✓ Secure, HIPAA compliant messaging
- ✓ Simple patient responses (typically 1 character or one click)
- ✓ Care team leverages a website to access information

What it is not:

- ✗ Issuing soldiers cell phones
- ✗ Expecting patients to perform complicated technology tasks
- ✗ Text messaging (SMS) of PII or PHI
- ✗ Expecting care team members to “text message” the patient



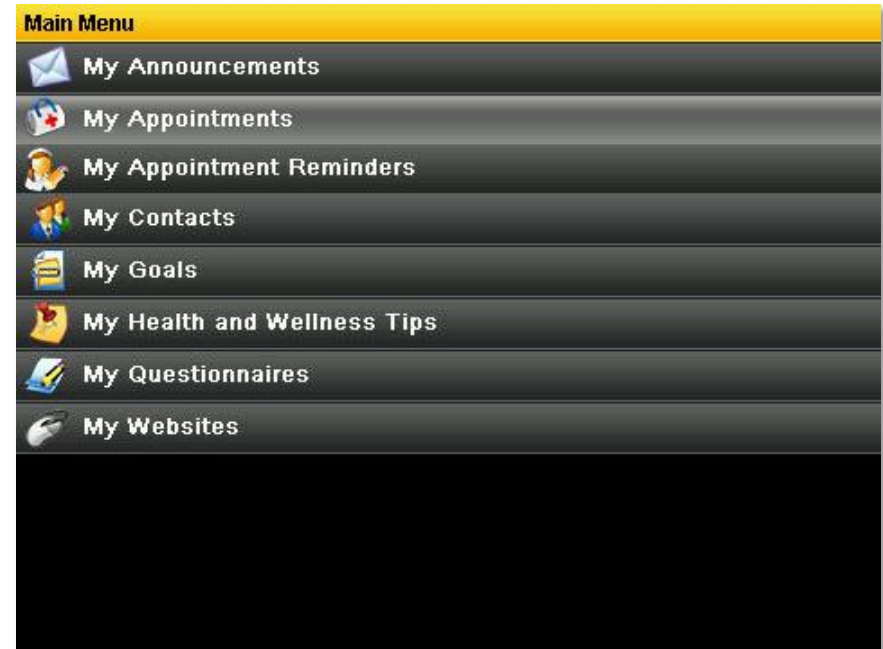
mCare at a Glance





mCare Main Menu

- The mCare phone menu has multiple options, this is a direct result of patient feedback
- Some menus are static, and will always appear on the device (i.e. My Appointments, My Contacts, My Goals, My Websites).
- Other menus will only appear as specific messages are sent to the phone (i.e. My Announcements, My Appointment Reminders, My Health and Wellness Tips, My Questionnaires)

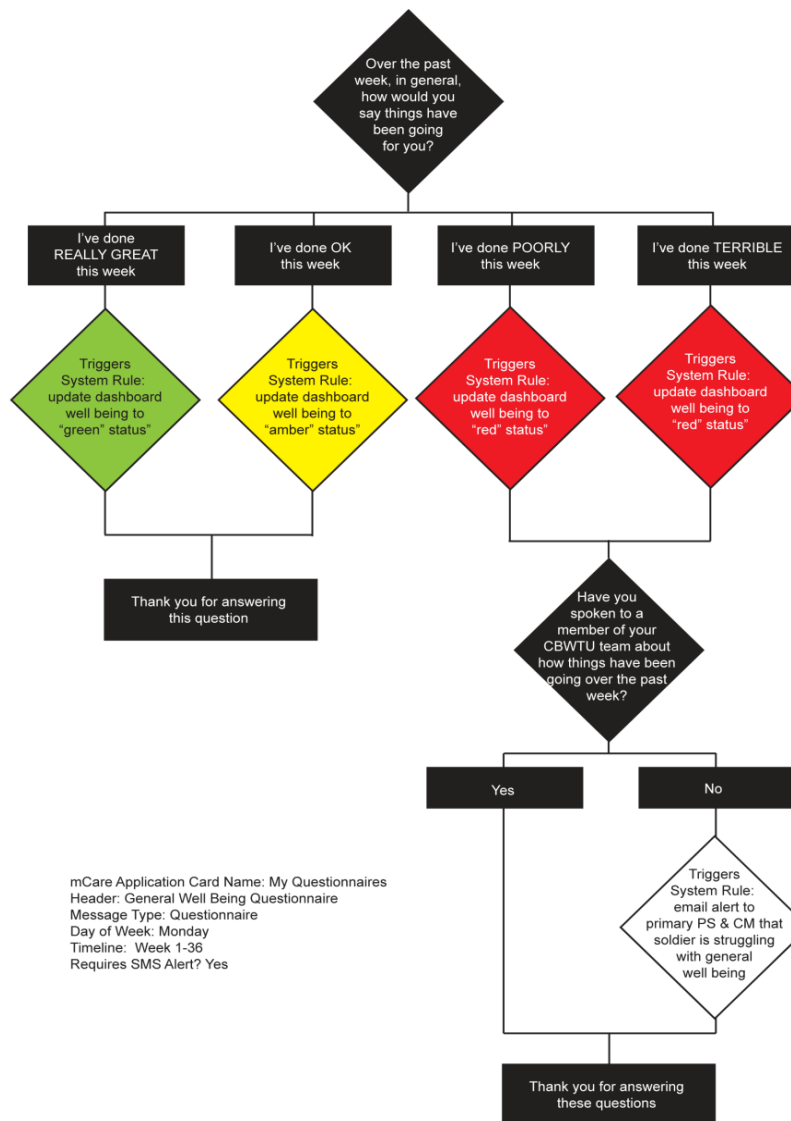


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mCare Questionnaire Logic

mCare: General Well Being Questionnaire



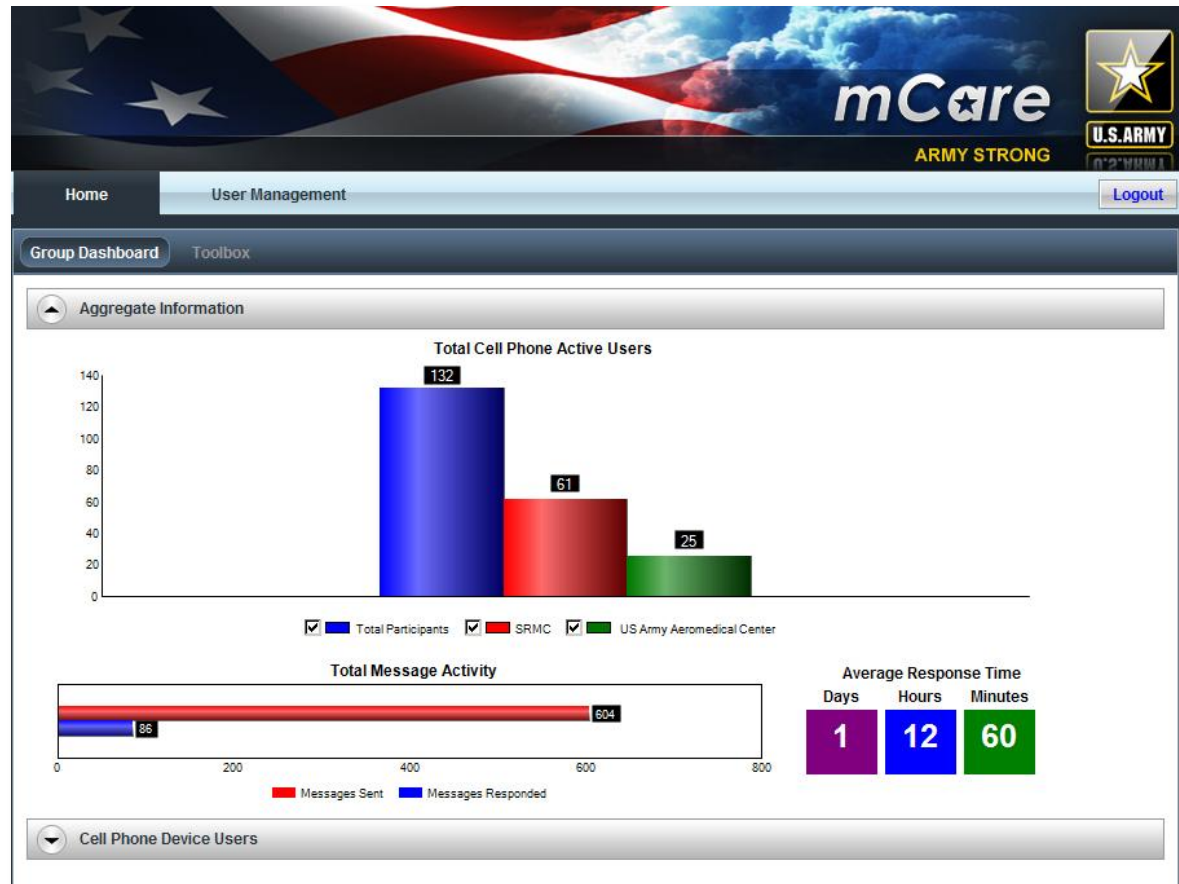
mCare Application Card Name: My Questionnaires
Header: General Well Being Questionnaire
Message Type: Questionnaire
Day of Week: Monday
Timeline: Week 1-36
Requires SMS Alert? Yes

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mCare Dashboard

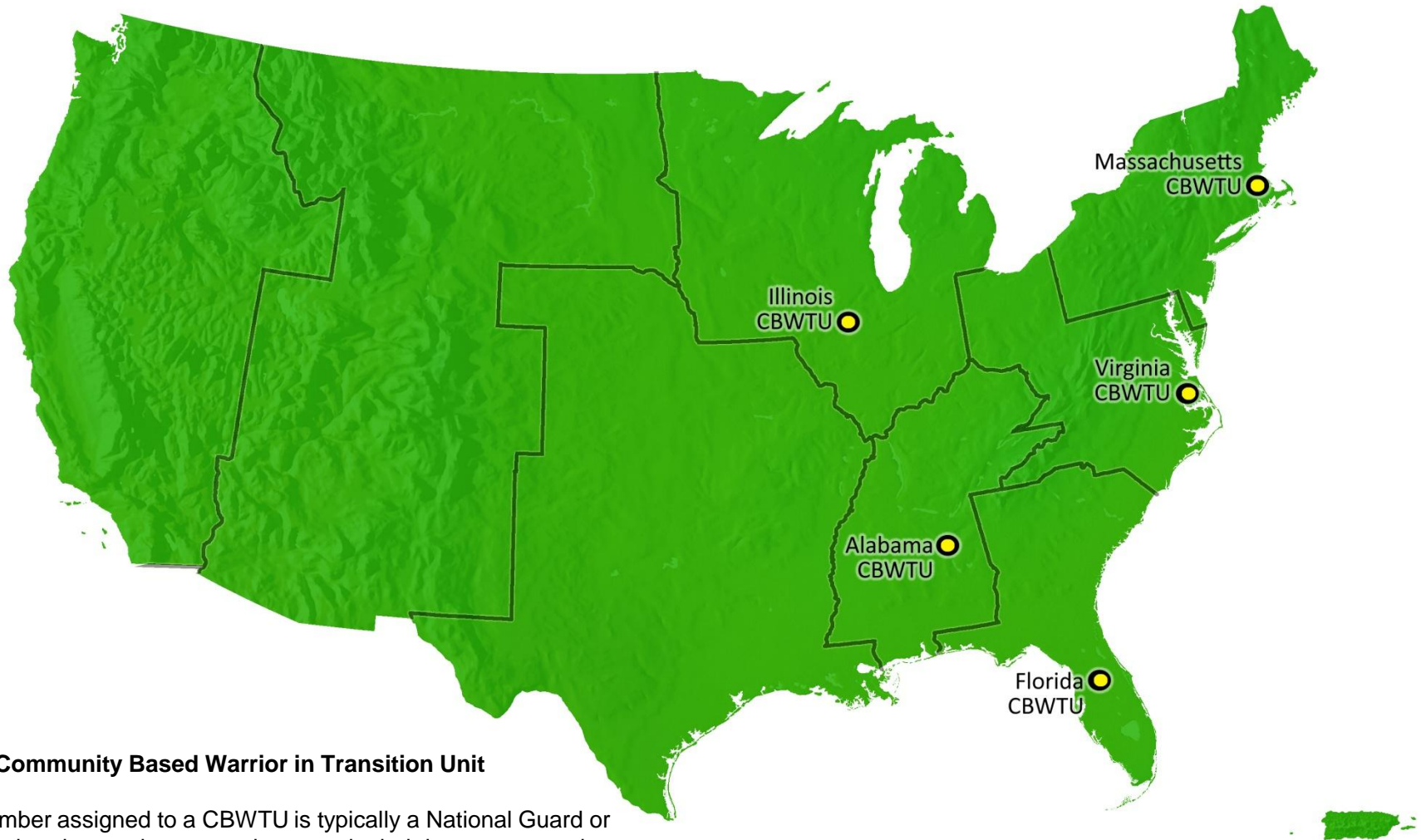
- Dashboard will be slightly different depending on user role:
 - Local (Unit) Accounts
 - Regional Accounts
 - Global Accounts



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mCare Sites and Regions



CBWTU = Community Based Warrior in Transition Unit

Service member assigned to a CBWTU is typically a National Guard or Army Reservist who receives outpatient care in their home community and is monitored remotely by a case manager/care team from a regional case management center.



Problem to be Solved

- CBWTU case load can reach up to 50 patients per team member
- These units are required (by regulation) to make contact with patients:
 - Platoon Sergeants make daily contact (M-F)
 - Case Managers make weekly contact
- If any patient is in crisis for any reason, finding the time to reach others on a daily basis is very challenging
 - OEF/OIF patients with significant physical injuries may not manifest other conditions such as mild TBI and PTSD until they return to their home environment
- Patients receive care in non-DoD facilities, which can be difficult to monitor remotely without timely access clinical notes or external EMRs
 - Makes it difficult to prompt a patient with memory issues about their next appointment if the care team does not have access to the information

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mCare Project Objectives

- Provide a means to keep in contact with all patients remotely, meeting or exceeding contact rates set by Army regulation.
- Allow CBWTU care team members to review patient's mCare activity and "triage" phone contact accordingly
- Provide a means to automatically, remind patients of upcoming appointments and remind their non-DoD facilities to fax clinical notes to the case manager
- Provide an opportunity for patients to self-report follow-up appointments in non-DoD facilities to their care manager through their person cell phone.
- Conduct all these activities in a secure fashion with upmost care to patient privacy through the patient's personal cell phone, regardless of wireless carrier or handset model.
- Conduct project with a minimum of 100 volunteer patients, and then migrate to a formal research study with enrollment up to 400 patients

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mCare Project Solution

- Secure phone application
- Secure website for clinical user access
- Dedicated staff members at each site to assist with training, installation and administrative workload related to the use of mCare

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Personal Cell Phones

- Patient shouldn't be issued a new device, is more likely to leverage an application that works on their preferred mobile phone
- Should work on largest variety possible of phones in commercial market
 - Feature phones
 - Smart phones
- Application should be easy to install and remove remotely
- Application should prevent others from accessing information if the phone is unattended
- Application should be intuitive to use
- Application needs to be robust enough so the patient finds value in accessing it routinely

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mCare Website

- No “cell phone” skills required
- Care team uses a web site to enroll, assign and view results
 - Leverage a secure web portal within the DoD network
- Must have significant useful content available to care team to motivate them to access the system
- Leadership tools for tracking cumulative data

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mCare Team

- mCare team staffing plan includes a project liaison for each location.
 - Registered Nurse
 - Works as a peer to case managers, social workers and unit staff
 - Assumes workload of enrolling and assigning messages
 - Engages and trains staff as they adjust and adopt system
- Single Project Officer who oversees and coordinates Project Liaison activities at all mCare sites
- Dedicated IT team member to assist with troubleshooting and monitor system services
- Wide variety of SMEs and consultants available for specific aspects of the project

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Project Timeline

2008	2009			
4th Quarter	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter

mCare Kick-Off Meeting
(11-12 Dec 2008)

mCare Platform Development
(4.5 months)

Testing

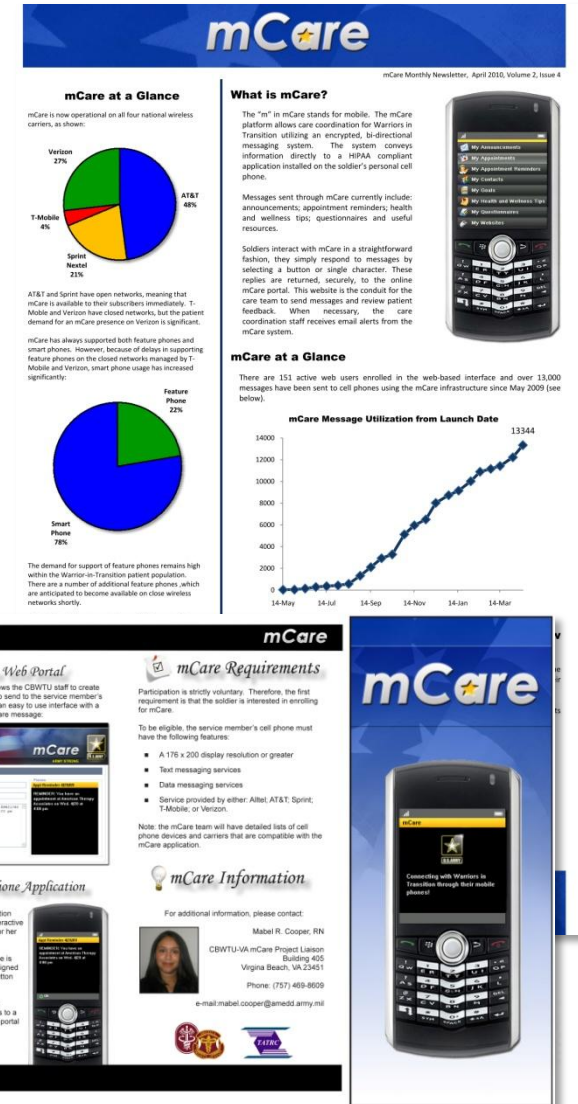
mCare Active Enrollment

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Implementation Strategy

- Command Briefings
- Site Visits/Needs Assessments
- Workshops/Training Sessions
- Weekly Meetings
- Monthly Newsletter / Tri-folds / Social Networking
- User Feedback to Guide Policies
- Conduct Focus Groups
- Wireless Carriers/Application Centers (iPhone/Android)





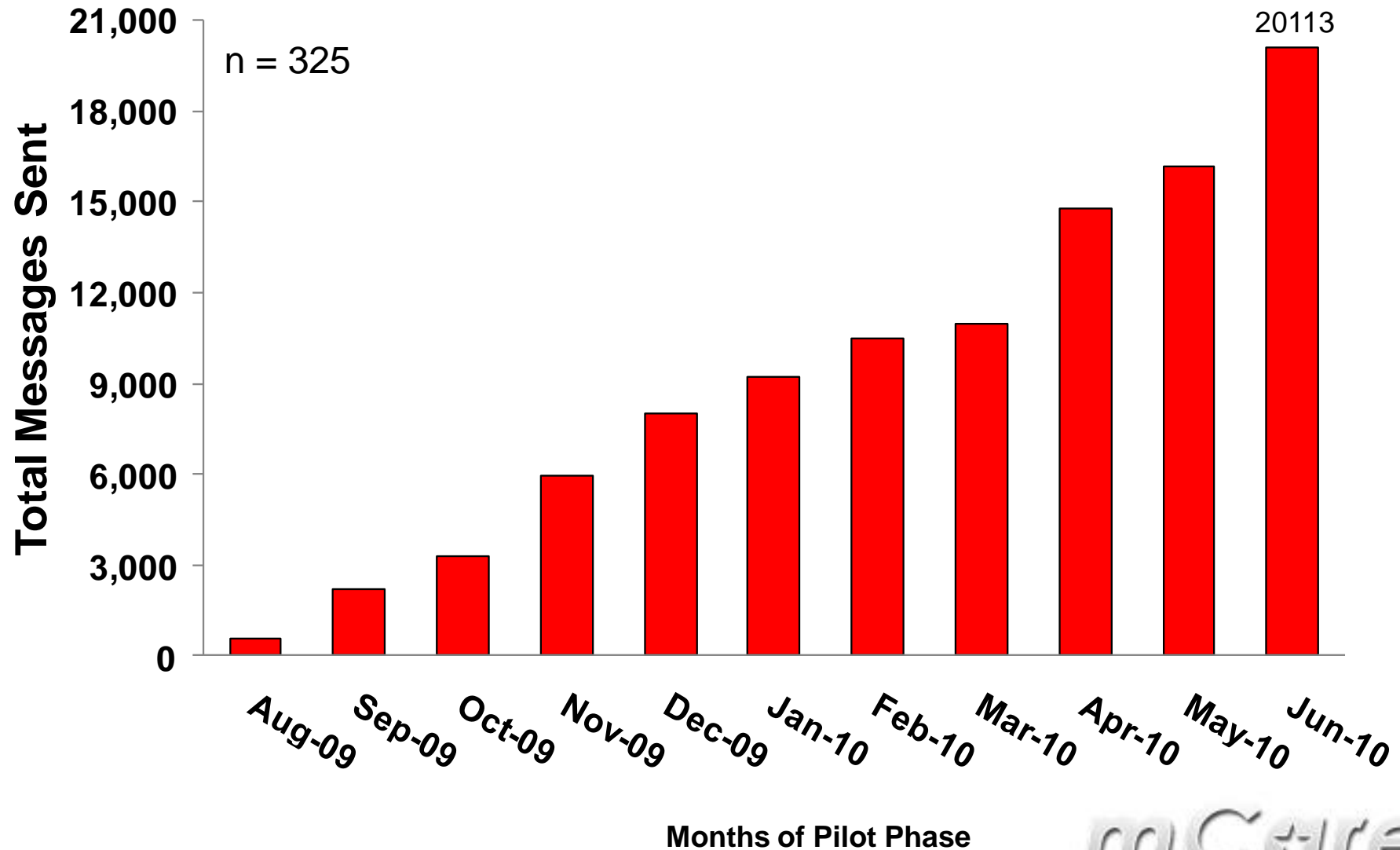
General Lessons Learned

- mHealth is not a hard “sell”
- Wide acceptance by patient population
 - Patients have voluntarily upgraded their personal phones to participate in the pilot project
 - Demand for additional features within mCare outstrips the development cycle
 - No perceptible age or gender gap to adoption
- Care team members are actively approaching mCare Project Liaison to enroll patients
 - Project Liaisons are considered part of the team at each site
- Website appointment tracking tools for non-DoD in website are serving as model for all CBWTU patient tracking in the North Atlantic Region

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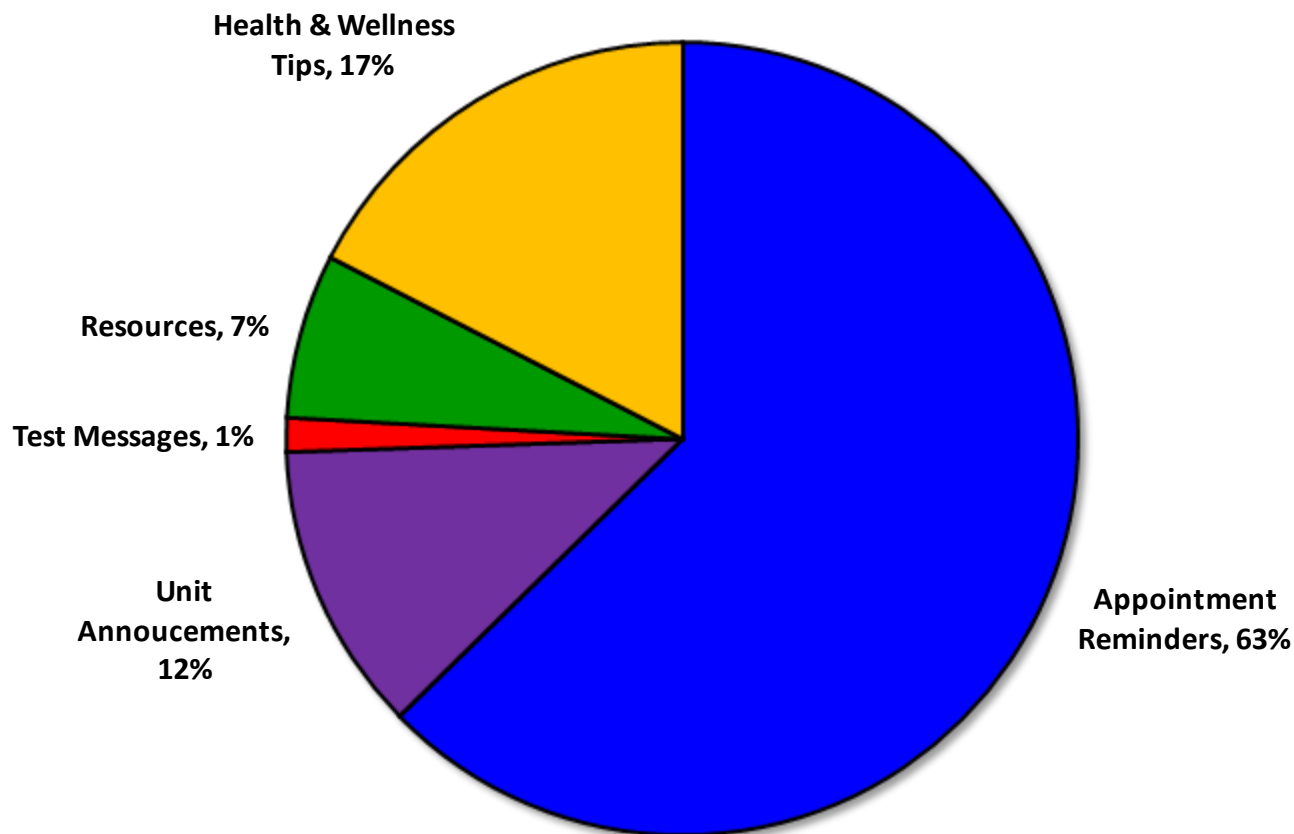


mCare Message Utilization from Launch Date





mCare Content



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mCare Cell Phone Users, By State

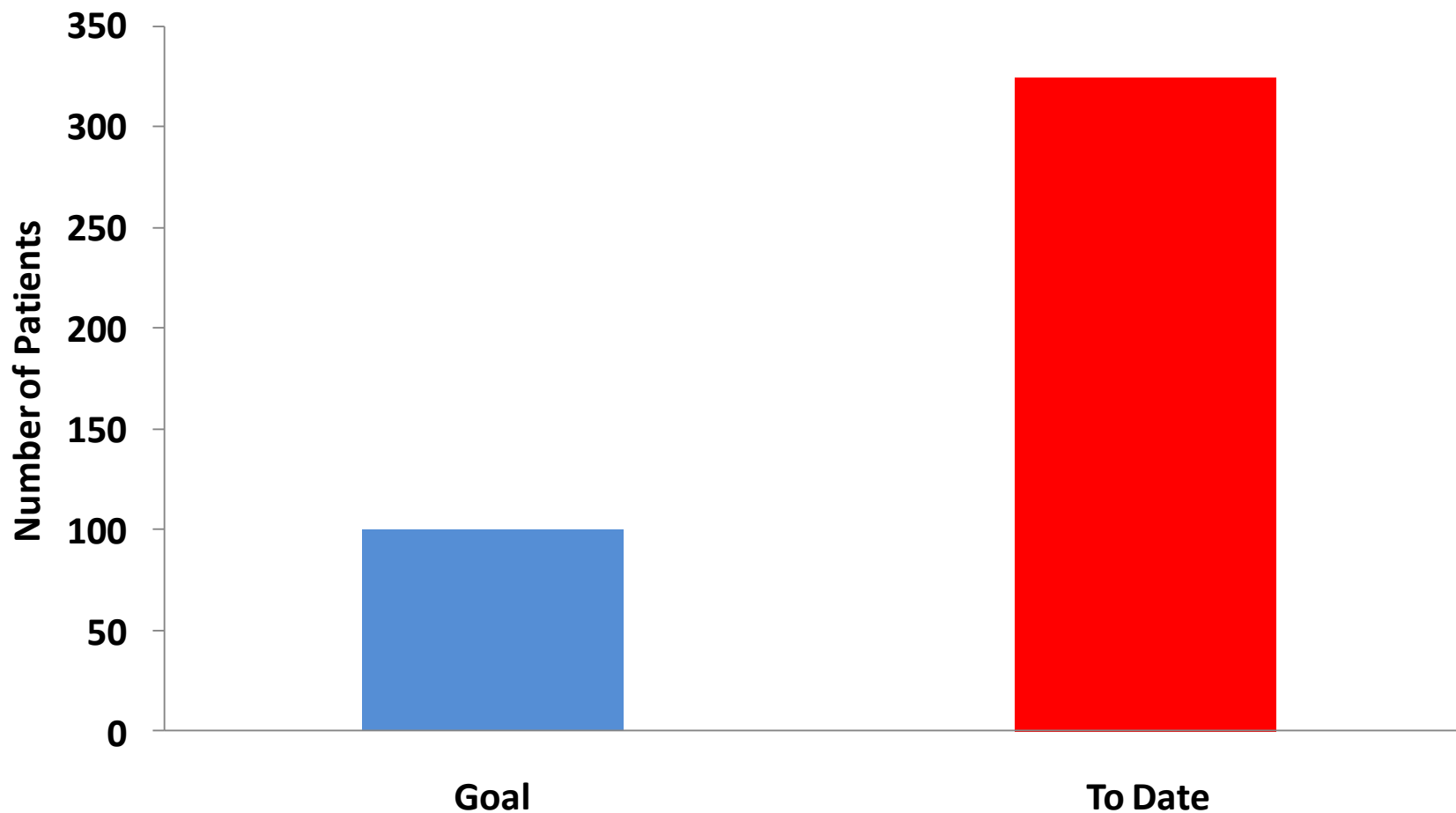


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mCare Patient Users

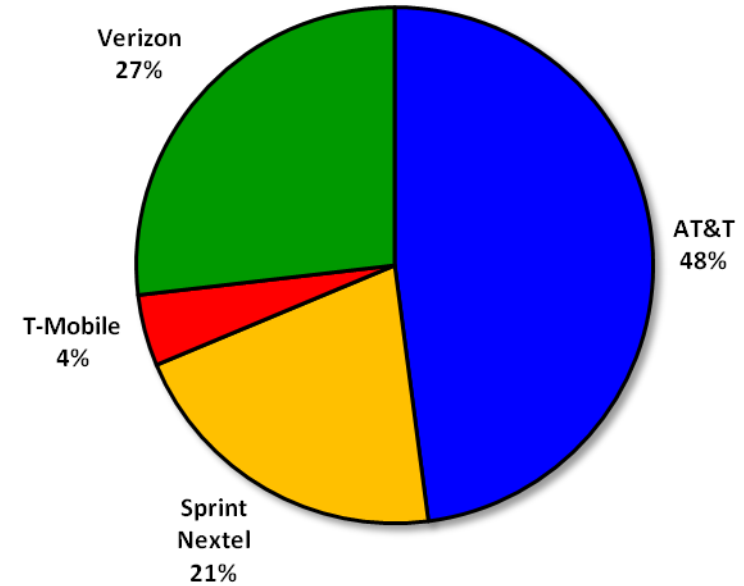
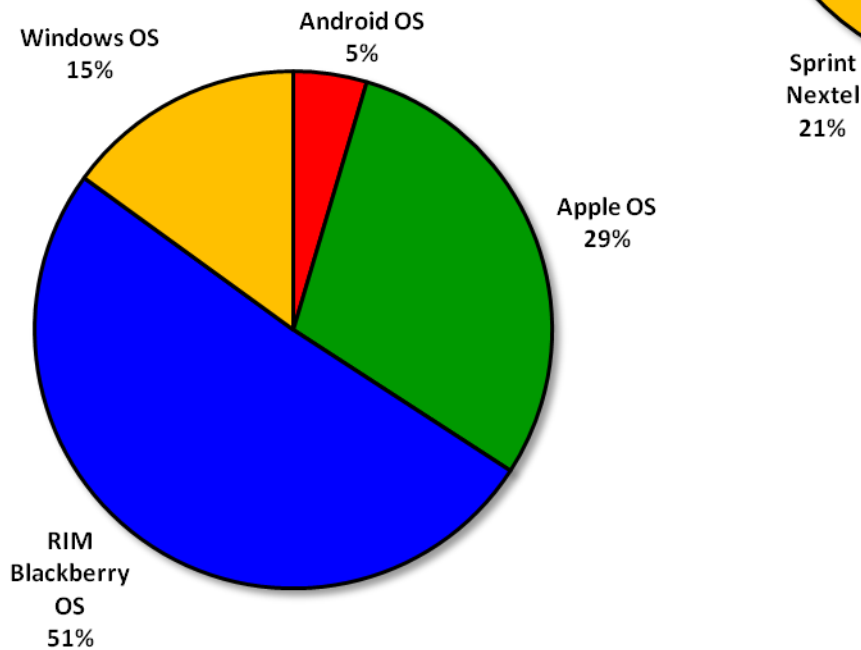
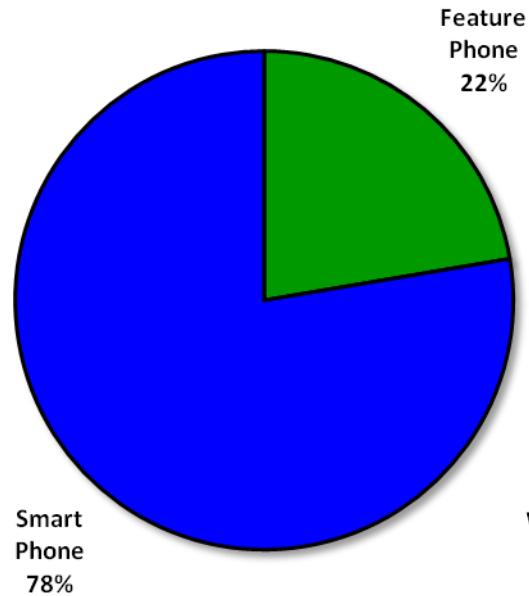
Voluntary Enrollment: May 09 - Present



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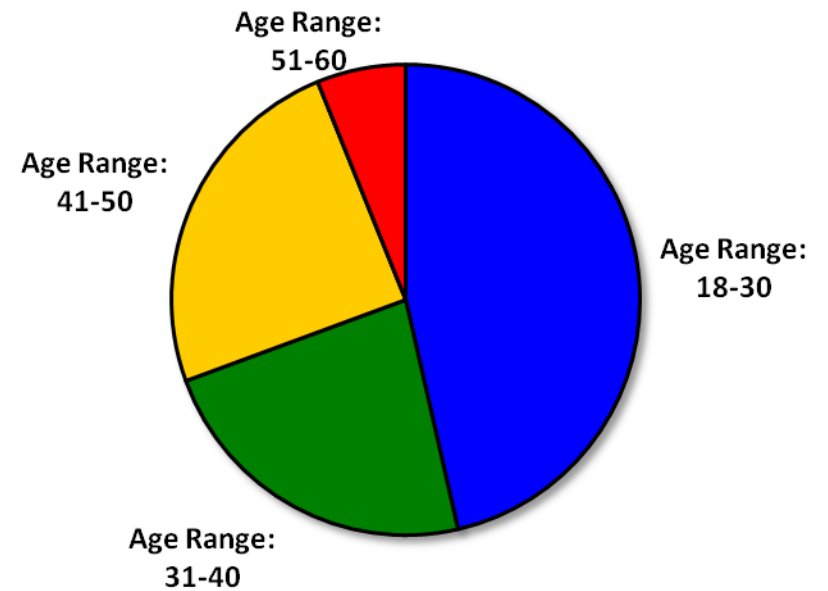
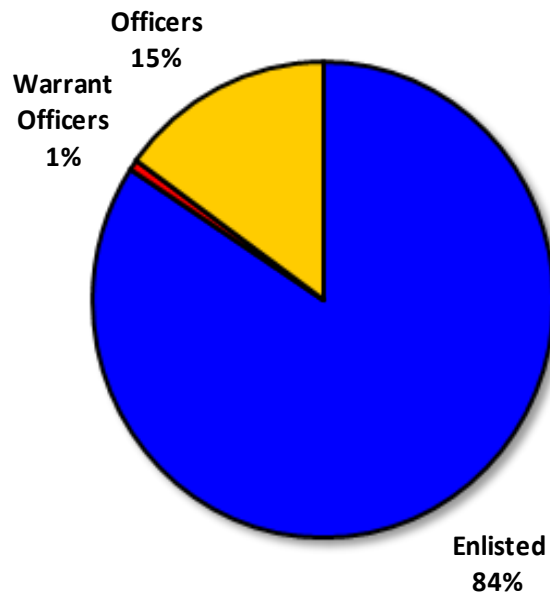
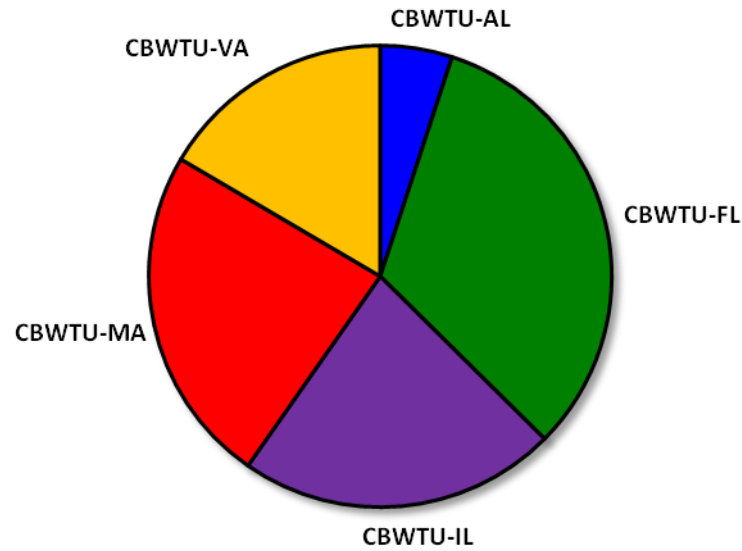


mCare Phone Device Distribution





mCare Users





Focus Group Results

Patient Statements

"I really like it when the appointment reminders pop up. I am working and I tend to really delve into what I'm doing and so I like getting the real-time reminders to quit what I'm doing and go to my appointment"

"I wish mCare could be used to provide me more real-time information/feedback regarding the status of my medical board process. This would be very helpful."

"It's great when I'm traveling because it provides an instant connection. It's kind of liberating because you always have it with you. I think this is critical, especially for the Guard being spread out."

"mCare is more convenient than email because email comes in a bundle and you have to sort the messages. With mCare it more targeted: It comes up and you know immediately it's from the CBWTU."

CBTWU Care Team Statements

"mCare provides the assurance/certainty that the soldier is getting the needed reminders."

"This certainty gives the team a better way for monitoring patterns of behavior, which could be helpful in the medical board process. mCare allows the team to assess the patient's situation with a little more detail."

"Before mCare, the Platoon Sergeant had to call the soldier everyday for 2 weeks because the soldier wasn't calling-in as he was supposed to. mCare has helped put that responsibility on the soldier."

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Impact of mCare

“It prevents you from feeling alone; it just tells me I’m in contact. This is a hard process and I know that I have issues that won’t ever get fully resolved. But mCare is just comforting. When the messages pop-up, you know someone’s there.”

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mCare: Development, Deployment and Evaluation of a Mobile Telephony-based Patient Secure Messaging System

mCare Deployment

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Telemedicine and Advanced Technology Research Center (TATRC)

Fort Detrick, MD

mCare

11 August 2010



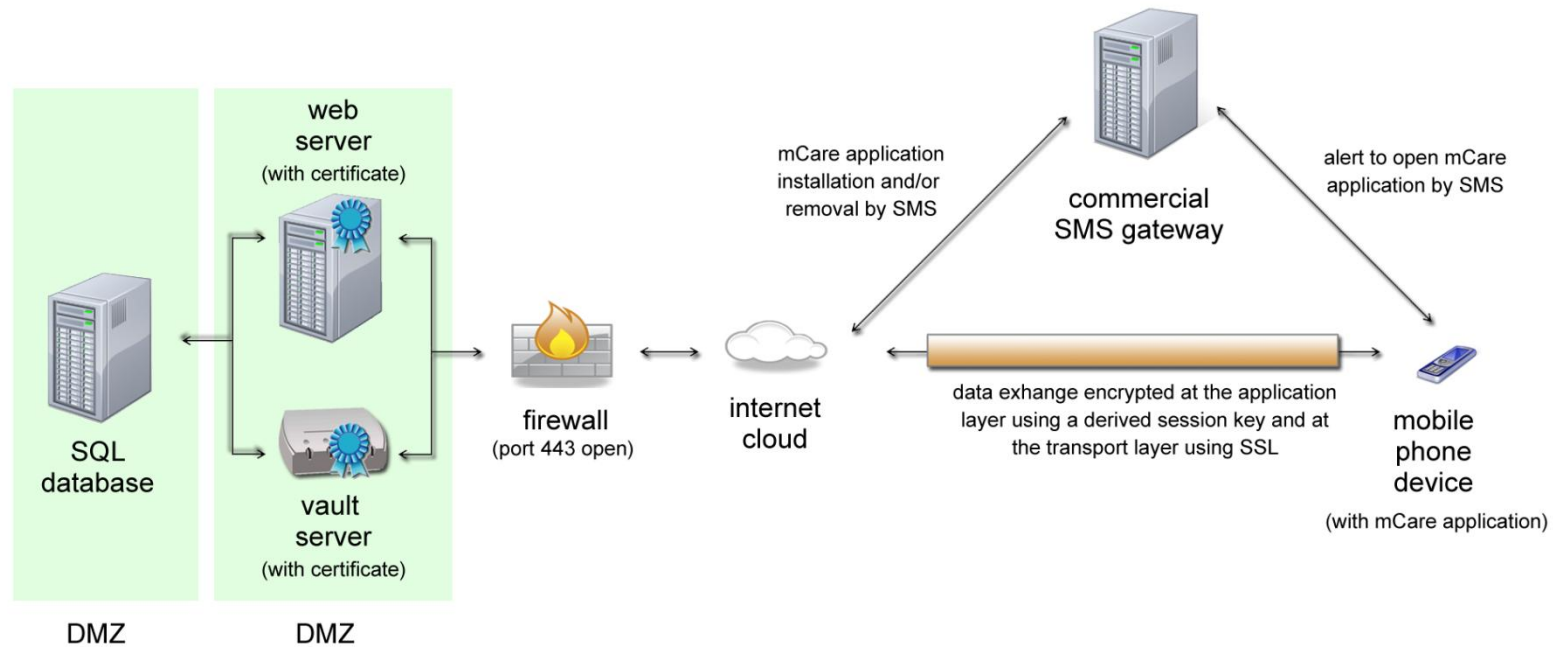
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mCare IT Structure Summary



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mCare Technical Requirements

- Major US Wireless Carrier (AT&T, T-Mobile, Sprint Nextel and/or Verizon)
- Screen Display of 176 x 200 or larger
- Text messaging (SMS) services
- Data service
 - Required to securely transmit PII/PHI via SSL to mobile device
 - Can be a limitation to enrollment

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mCare Text Message Alerts

- The patient interaction begins when he/she receives an SMS (text message) alert.
- This alert allows the cell phone user to know there is new information available in the mCare application, but does not reveal any specifics that might violate privacy considerations.
- The text message alert is also specific as to what section of the mCare phone application contains the new information, as shown

✉ 41782

Jan 8, 2010 11:42:14 AM

A new My Announcements message has been assigned to you. Please launch the mCare application to view this new message.

✉ 41782

Jan 11, 2010 1:09:45 PM

A new My Appointment Reminders message has been assigned to you. Please launch the mCare application to view this new message.

✉ 41782

Jan 8, 2010 11:40:21 AM

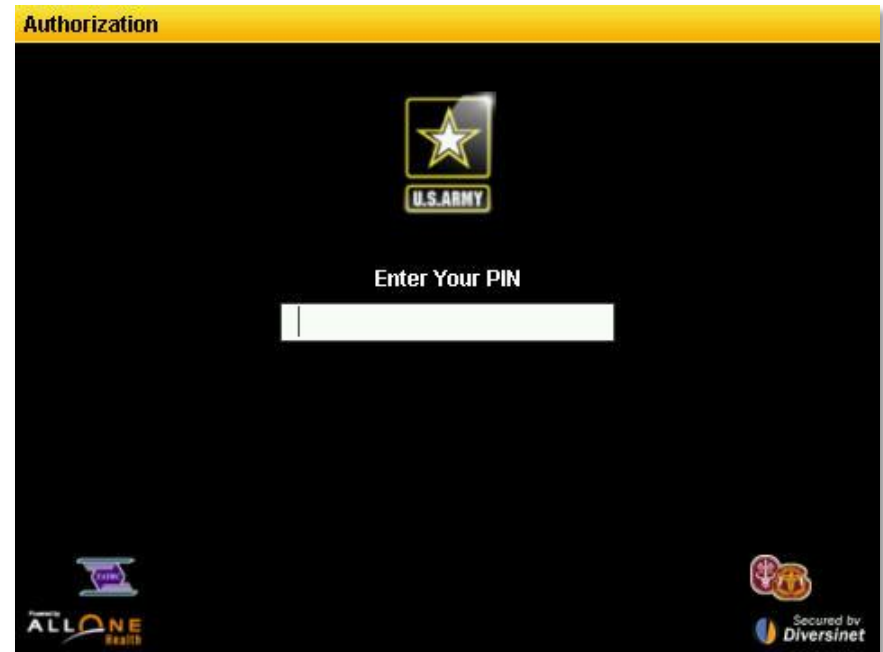
A new My Questionnaires message has been assigned to you. Please launch the mCare application to view this new message.

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mCare Login

- To access the mCare application, the patient must enter a 6-digit PIN code. This PIN code is set by the cell phone user, and is not known to anyone else.
- If the patient forgets what his/her PIN code is, the site's project liaison can issue a one time activation code that allows the user to reset their PIN.
- The PIN code, along with security certificates installed on the phone provide the 2-factor authentication needed to ensure privacy.



NOTE: If the patient upgrades their phone, or loses their device, the application can be removed remotely from the phone to further ensure the highest security standards

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My Appointments

- The My Appointments menu on the cell phone will display all the CONFIRMED appointments that have been entered into the mCare website.
- An appointment entry can only be confirmed by a member of the CBWTU team.
- The My Appointments section also allows the patient to enter a new appointment into his/her phone application.
- This information will transmit back to the mCare website, where a member of the care team at the unit level can confirm the event.
- Once confirmed, the information will display on the patients list of upcoming appointments as a continual reference.

My Appointments

2010-01-12 Orthopedics of America

Add A New Appointment

New Appointment

What month does this new appointment occur?

January

February

March

April

May

June

July

August

September

October

November

December

New Appointment

What day does this new appointment occur?

11

12

13

14

15

16

17

18

19

20

New Appointment

What timezone does this new appointment occur?

Eastern

Central

Mountain

Pacific

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Appointment Reminders

- Appointment reminders are sent to the patient's phone 24 hours & 90 minutes before a confirmed appointment
- These messages are scheduled automatically by the system, and the only action required by the care team is to confirm the appointment entry through the website.
- Step 1: The patient receives a text message alert
- Step 2: The patient opens his/her appointment reminder in mCare, and answers questions
- These responses are returned to the mCare website, and when applicable members of the unit care team are notified of changes or intent to no-show by email alerts to login to the website

24 Hours Prior

The mCare records indicate you have an appointment scheduled with Orthopedics at 1/20/2010 3:00:00 PM tomorrow. Is this correct?

☒ Yes

☐ No

24 Hours Prior

Do you plan to attend your appointment with Orthopedics at 1/20/2010 3:00:00 PM tomorrow?

☒ Yes

☐ No

24 Hours Prior

Thank you for keeping your appointment records current by answering these questions

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My Contacts

- My Contacts is an example static menu item, it will always appear on the patient's phone application.
- It will display the patients primary and secondary case manager, primary and secondary platoon sergeant, and social worker assignment(s).
- By selecting any unit members name, the email address, phone number and fax number will display on the patient's phone.

My Contacts	
Jeanette Rasche	
Primary Case Mgr:	Ronald Jones
Secondary Case Mgr:	Sally Smith
Primary Platoon Sgt:	Jeffrey Little
Secondary Platoon Sgt:	Henry Rodriguez
Primary Social Worker:	Jennifer Jefferson
Secondary Social Worker:	Jeanette D Rasche

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My Health and Wellness Tips

- The Health and Wellness Tips section will contain information from validated sources, including After Deployment.com and the Alabama Reintegration Plan.
- These tips can include an acknowledgement when required, but those populated in the mCare library to date do not, as this information is intended to be a resource, and is not as time sensitive as an appointment reminder.
- Assignment of Health and Wellness Tips may be highly variable. Lessons learned have shown that these messages are very appealing to some patients, and distracting or annoying to others.
- *NOTE: Decisions regarding the assignment of these tips for specific service members will be made at the unit level.*

My Health and Wellness Tips

Remember that one key to minimizing holiday stress and depression is knowing that the holidays can trigger stress and depression.

☐ Ok

My Health and Wellness Tips

It is important to redouble your efforts to wash your hands often and completely during cold and flu season.

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My Questionnaires

- This tool allows the mCare project to push multi-part questionnaires to patients on a variety of subject ranging from General Wellbeing to Mood and Pain Levels, and is part of the research study.
- Patient responses will be recorded on a graphical interface on the mCare website.

Mood

Generally, over the past week have you been satisfied with your life?

- ☐ I have been VERY SATISFIED over the past week
- ☒ I have been SOMEWHAT SATISFIED over the past week
- ☐ I have been LESS THAN SATISFIED over the past week
- ☐ I have been NOT AT ALL SATISFIED over the past week

Mood

At this point in time when you look forward, how do you feel about the future?

- ☐ I feel VERY HOPEFUL about the future right now
- ☒ I feel SORT OF HOPEFUL about the future right now
- ☐ I feel SOMEWHAT DISCOURAGED about the future right now
- ☐ I feel VERY DISCOURAGED about the future right now

Physical Pain

In the past week, to what extent has pain been a problem for you?

- ☐ I have had NO PROBLEMS with pain over the past week
- ☐ I have had a LITTLE PROBLEM with pain over the past week
- ☐ I have had a QUITE PROBLEM with pain over the past week
- ☐ I have had a HUGE PROBLEM with pain over the past week

Physical Pain

To what degree does your pain seem to be changing over the past week?

- ☐ My pain is RAPIDLY GETTING BETTER
- ☐ My pain level VARIES, but it is GENERALLY IMPROVING
- ☒ My pain level is NEITHER GETTING BETTER OR WORSE
- ☐ My pain is GRADUALLY GETTING WORSE
- ☐ My pain is RAPIDLY GETTING WORSE

Physical Pain

What has been the severity of your pain most of the time over the past week?

- ☐ 0 - No Pain at all
- ☐ 1 - Slight pain
- ☐ 2
- ☐ 3
- ☒ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8
- ☐ 9
- ☐ 10 - Worst pain possible

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mCare Website

Home User Management

Sign in with your mCare application credentials

mCare User ID


Password

 [Sign In](#)

Welcome to mCare Secured Website.

To continue, you must be a registered user of the mCare application. You must have the correct credentials to go beyond this point.

If you have forgotten your credentials please contact your site's mCare Project Liaison or the mCare System Administrator,

[Mr. Kurt Huttar](#) 

mCare



Message Feedback

- Message status broken down by type
- Shows a red, amber or green icon to indicate status
 - Red – message has left server by not yet reached phone
 - Amber – message has reached phone
 - Green – message response has returned to server from phone
- NOTE: Not all messages have a response, so those will never display higher than amber

The screenshot displays the mCare web application interface. At the top, there's a header with the mCare logo and 'ARMY STRONG'. Below the header, there's a navigation bar with 'Home' and 'User Management'. The main content area is titled 'Soldier Scheduled Messages' and shows a table of messages for 'Rasche, Jeanette'. The table has columns for 'Message Title', 'Full Name', 'User Group', and 'Status'. The status column uses icons: a red star for 'Red' (message left server), an amber star for 'Amber' (message reached phone), and a green star for 'Green' (message response returned to server). The table is divided into sections: 'Announcements', 'Health and Wellness Tips', and 'Questionnaires'. A sidebar on the right contains links for 'Questionnaires', 'Appointments', 'Scheduled Messages', 'Goals', 'Notes', 'Message Activity', and 'Phone Load'.

Message Title	Full Name	User Group	Status
Welcome to mCare 2.0	Rasche, Jeanette	mCare Staff	Red
Welcome to mCare 2.0	Rasche, Jeanette	mCare Staff	Red
Installing mCare 2.0 on iPhones	Rasche, Jeanette	mCare Staff	Red
Installing mCare 2.0 on iPhones	Rasche, Jeanette	mCare Staff	Red
Global1: Activating current users	Rasche, Jeanette	mCare Staff	Red
Global1: Activating current users	Rasche, Jeanette	mCare Staff	Red
1 Global: Timesheet Announcement	Rasche, Jeanette	mCare Staff	Red
1 Global: Timesheet Announcement	Rasche, Jeanette	mCare Staff	Amber
1 Global: Timesheet Announcement	Rasche, Jeanette	mCare Staff	Red
4 Local: CBWTU-VA New Year	Rasche, Jeanette	mCare Staff	Red
1 Global: Timesheet Announcement Test	Rasche, Jeanette	mCare Staff	Green
Welcome to mCare 2.0 v5	Rasche, Jeanette	mCare Staff	Red

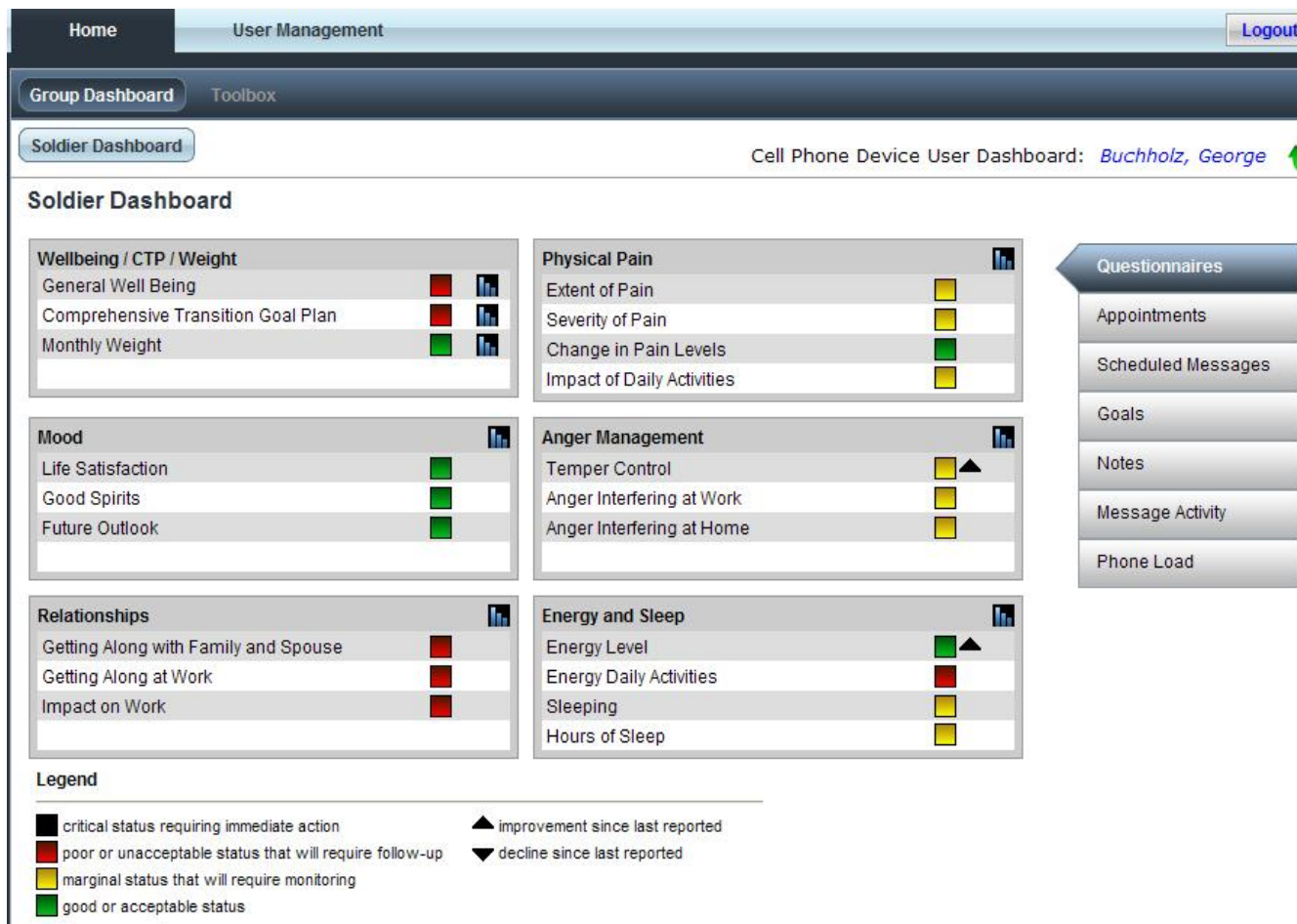
Message Title	Full Name	User Group	Status
1 Global: mCare Phase 1: Holiday Stress 01	Rasche, Jeanette	mCare Staff	Red
1 Global: mCare Phase 1: Holiday Stress 02	Rasche, Jeanette	mCare Staff	Red
1 Global: mCare Phase 1: Holiday Stress 06	Rasche, Jeanette	mCare Staff	Red
1 Global: mCare Phase 1: Health Tip 02	Rasche, Jeanette	mCare Staff	Red
1 Global: mCare Phase 1: Goal Tip 11	Rasche, Jeanette	mCare Staff	Green
1 Global: mCare Phase 1: Holiday Stress 03 - test	Rasche, Jeanette	mCare Staff	Red

Message Title	Full Name	User Group	Status
General Status Questionnaire v1	Rasche, Jeanette	mCare Staff	Red
General Status Questionnaire v1	Rasche, Jeanette	mCare Staff	Green
Mood Status Questionnaire v1	Rasche, Jeanette	mCare Staff	Green

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mCare Dashboard

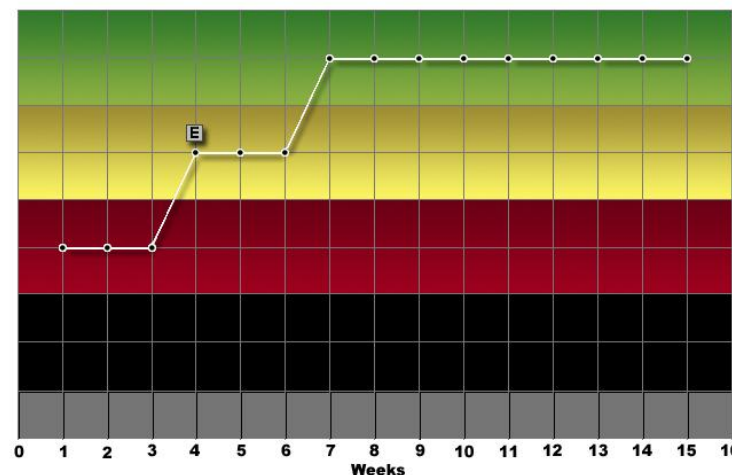


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Graphical Feedback

- Graphs are source of trend data for the research study
- Can display a single element, and then customized with menu below the graph
- Will include concurrent events, or notes, when entered for a specific cell phone user.



1 Month 3 Months 6 Months 9 Months 12 Months Custom Date Range

☐ Extent of Pain ☐ Energy Level ☐ Temper Control ☐ Getting Along with Family/Spouse

☐ Severity of Pain ☐ Energy Daily Activities ☐ Anger Interfering at Work ☐ Getting Along at Work

☐ Change in Pain Levels ☐ Sleeping ☐ Anger Interfering at Home ☐ Impact on Work

☐ Impact of Daily Activities ☒ Hours of Sleep

☐ Life Satisfaction ☐ Monthly Weight ☐ General Wellbeing ☐ Comprehensive Transition Goal Plan

☐ Good Spirits ☐ Future Outlook

☐ Life Event - Mouse Over for Details ☐ No Response Received From Question

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Phone Meters

- Phone capacity for each category is 20 messages
- When 21st message is sent to phone, the oldest message is automatically deleted
- This view allows staff and care team members to anticipate this overflow



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mCare Toolbox

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ARMY STRONG

Home User Management Logout

Group Dashboard **Toolbox**

Toolbox

Announcements With this tool you can Add New, Schedule and Assign Existing Announcements. 	Health & Wellness Tips With this tool you can Edit, Delete, Copy, Schedule, Assign and Deactivate Tips. 	Questionnaires With this tool you can Add New, Schedule and Assign Questionnaires. 	Websites / Links With this tool you can Add New, Edit and Delete Websites / Links. 
Cell Phone Group Admin With this tool you can Add New, Edit Transfer and Delete Groups. 	Appointment Confirmation (All Patients) With this tool you can Add New, Confirm, Edit and Delete Appointments. 	Scheduler With this tool you can add new and view existing schedules. 	Extras / Fun Stuff With this tool you can Add New, Edit and Delete Extras/ Fun Stuff. 

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Creating Messages in mCare

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ARMY STRONG

Home User Management Logout

Group Dashboard **Toolbox**

Display Health and Wellness Tips Add Health and Wellness Tip

Health and Wellness Tips

▲ Drafts

▲ Final (locked)

Title	Header	Schedule	Author	Site	
1 Global: mCare Phase 1: Holiday Stress 01	Dealing w/Holiday Stress	03: 12/22/09-8AM EST Once	Rasche, Jeanette	---	Copy Schedule Assign Deactivate
1 Global: mCare Phase 1: Holiday Stress 01	Dealing w/Holiday Stress	03: 12/22/09-12PM EST Once	Rasche, Jeanette	---	Copy Schedule Assign Deactivate
1 Global: mCare Phase 1: Holiday Stress 01	Dealing w/Holiday Stress	03: 12/22/09-1PM EST Once	Rasche, Jeanette	---	Copy Schedule Assign Deactivate
1 Global: mCare Phase 1: Holiday Stress 02	On Holidays Seek Support	03: 01/07/10 - 10AM EST Once			
1 Global: mCare Phase 1: Holiday Stress 03	Be Realistic on Holidays				
1 Global: mCare Phase 1: Holiday Stress 04	Budgeting for Holidays				
1 Global: mCare Phase 1: Holiday Stress 05	Planning for Holidays				
1 Global: mCare Phase 1: Holiday Stress 06	Learning to Say No	03: 01/04/10 - 3PM EST Once			
1 Global: mCare Phase 1: Holiday Stress 07	Healthy Holiday Habits				
1 Global: mCare Phase 1: Holiday Stress 08	Holiday Rush-Take a Break				
1 Global: mCare Phase 1: Health Tip 01	Improving Relationships				
1 Global: mCare Phase 1: Health Tip 02	Dealing with Depression	03: 01/12/10 - 3PM EST Once			

Display Health and Wellness Tips Add Health and Wellness Tip

Health and Wellness Tips: Add New H/W Tip

Title: (50 char max)

Header: (30 char max)

Message:

(Maximum characters: 230)

You have 230 characters left.

Require acknowledgement: ☐

Send Companion SMS: ☐

Save Draft Save & Lock Cancel

mCare



Scheduling Messages

View Schedules **Create Schedule**

Scheduler: Schedule Listing

Scheduler: Schedule Name
12/22/09 10:00 AM EST

Schedule Recurrence:
☒ Daily
☐ Weekly
☐ Monthly
☒ Every 1 day(s)
☐ Every weekday

Date Range
Start: 12/22/2009
☐ No End Date
☒ End after: 1 occurrences
☐ End by:

Time: 10:00 Zone: Eastern Standard Time

09:00
09:30
10:00
10:30
11:00
11:30
12:00
12:30
13:00
13:30
14:00
14:30
15:00
15:30
16:00
16:30
17:00
17:30
18:00

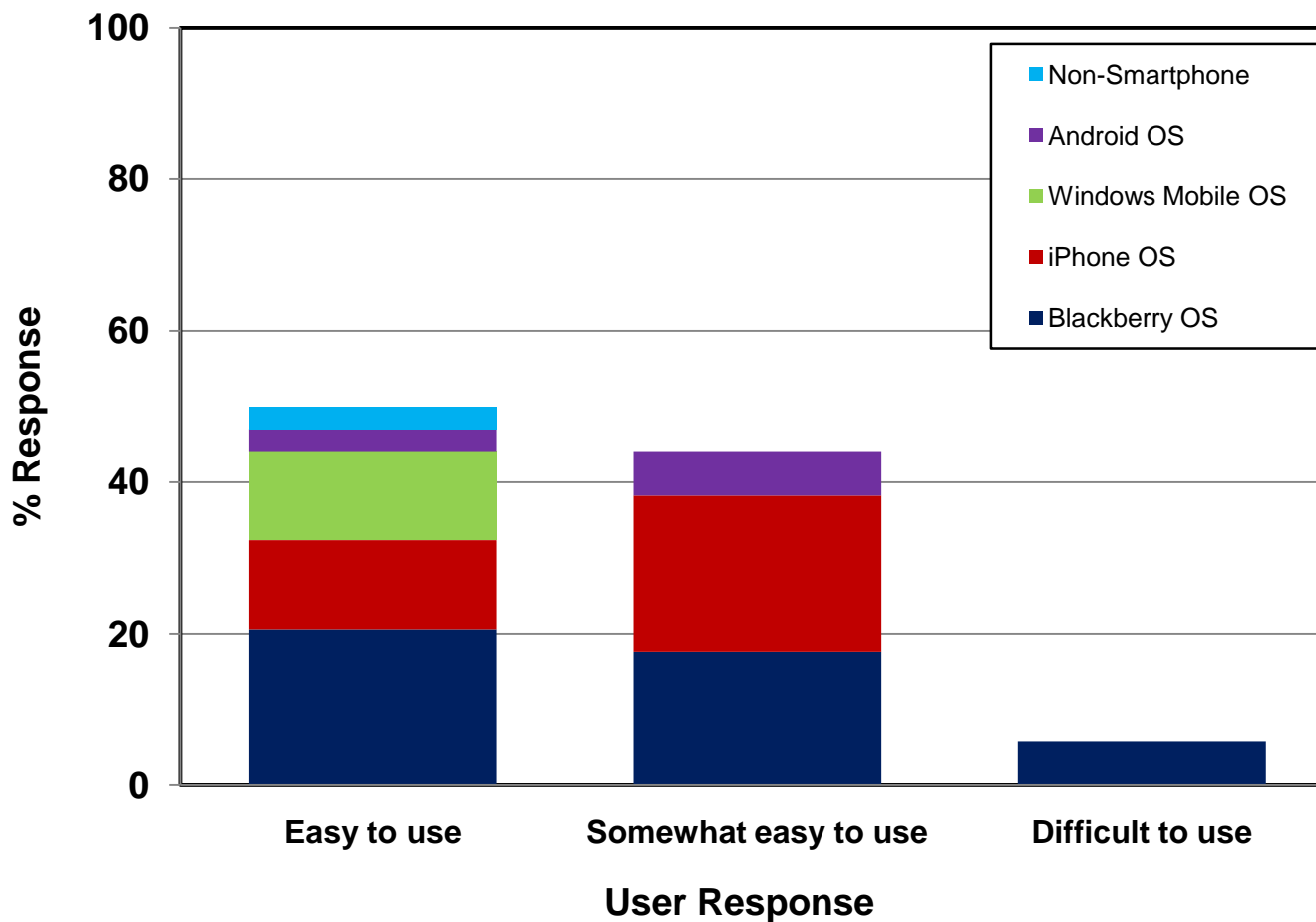
Create Schedule

mCare



Survey Results

Greater than 90% of Users found mCare Easy to Use or Somewhat Easy to Use

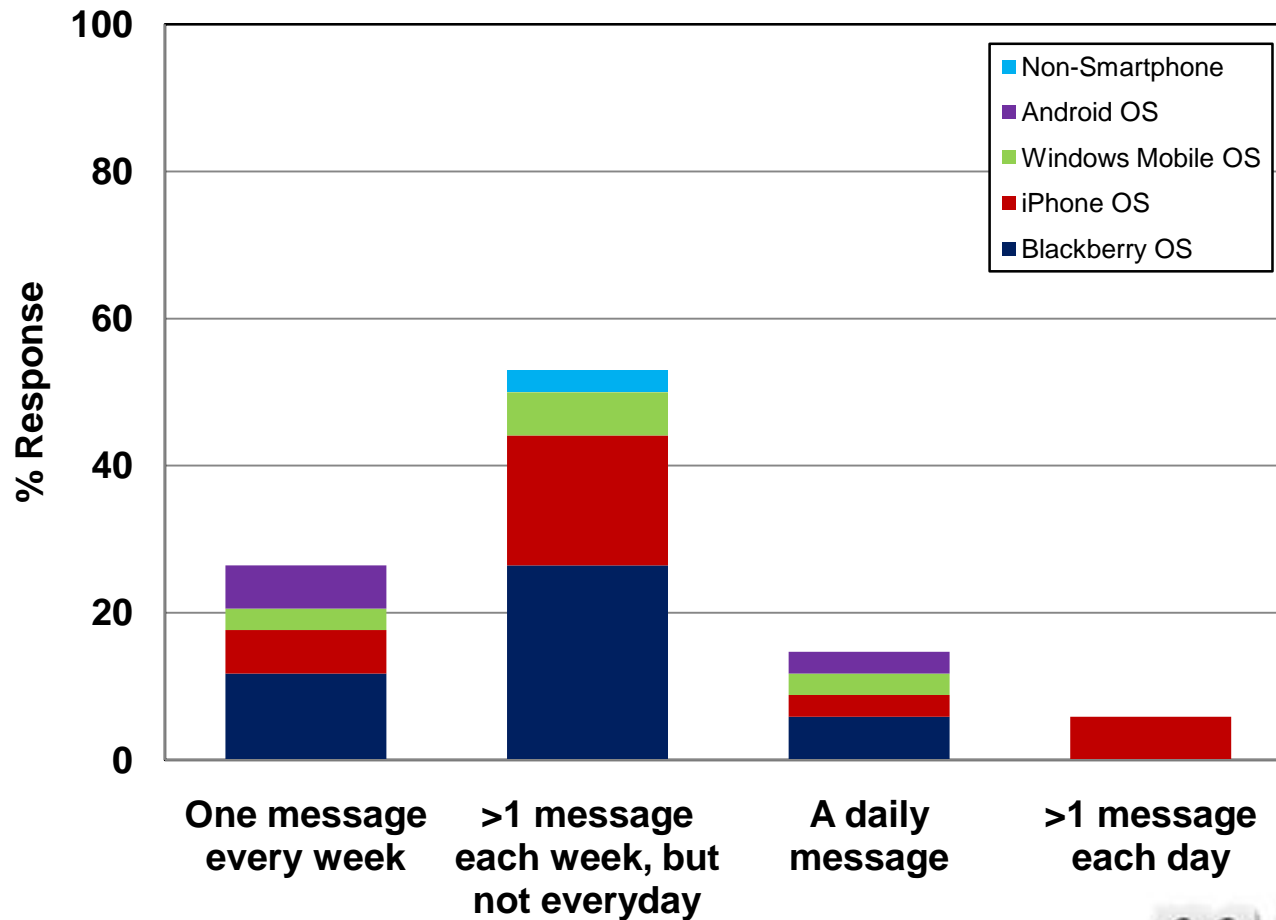


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Survey Results

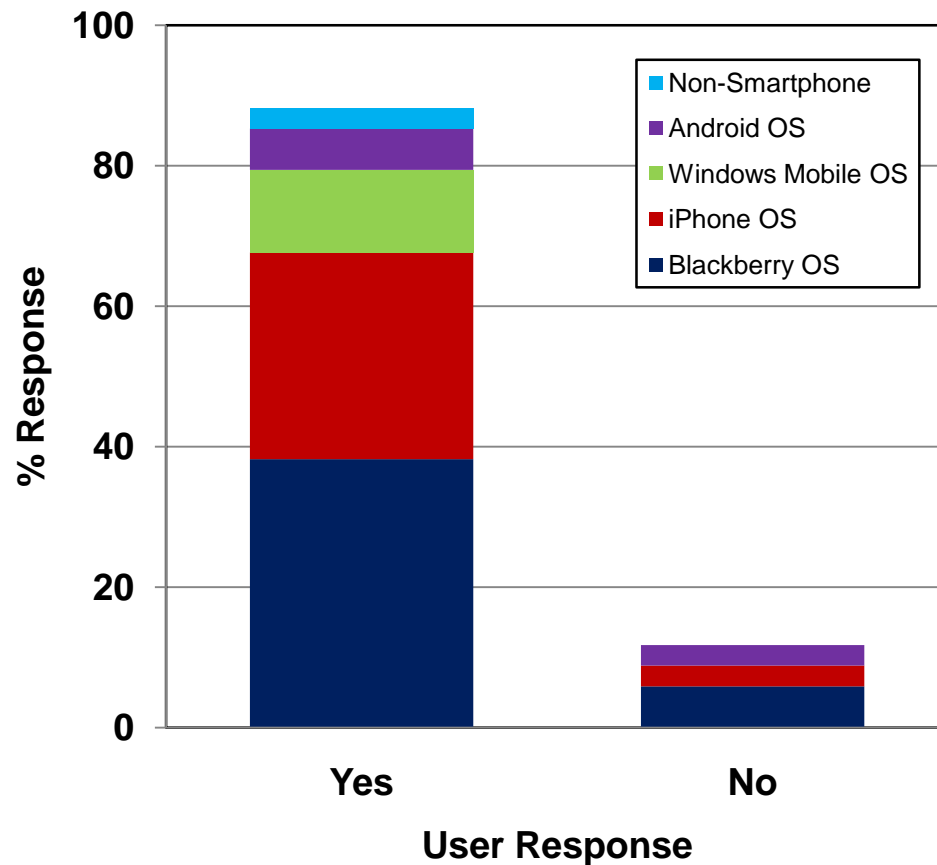
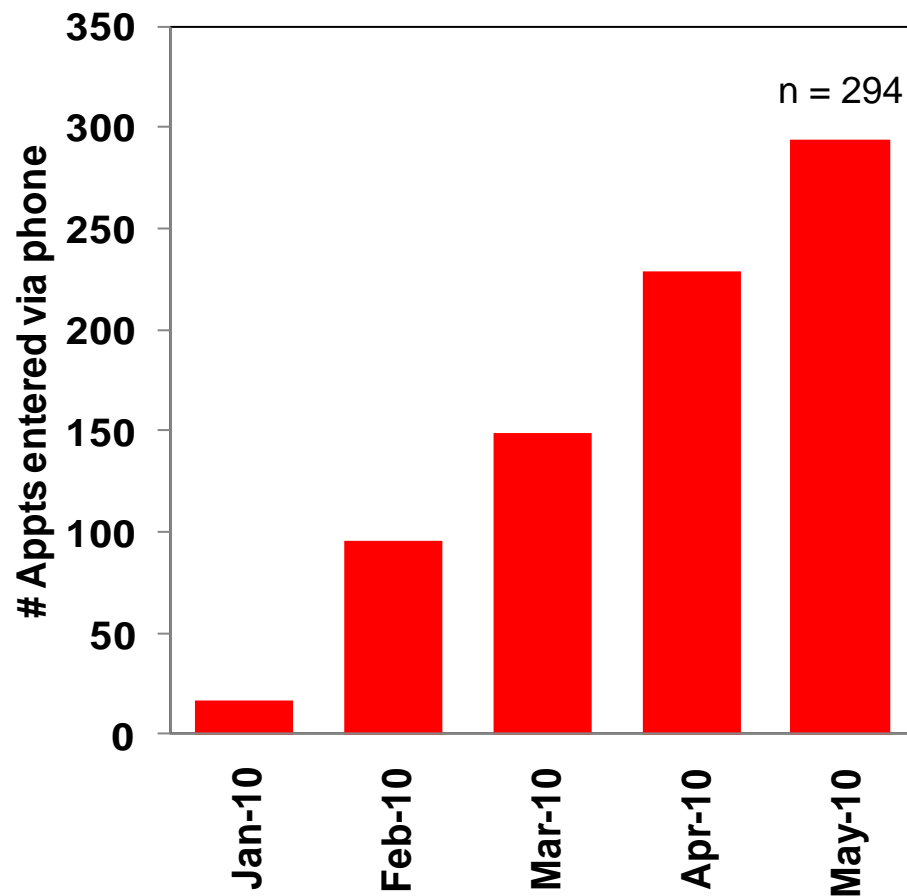
Nearly 75% of responders preferred multiple resources, health & wellness tips, and announcements per week



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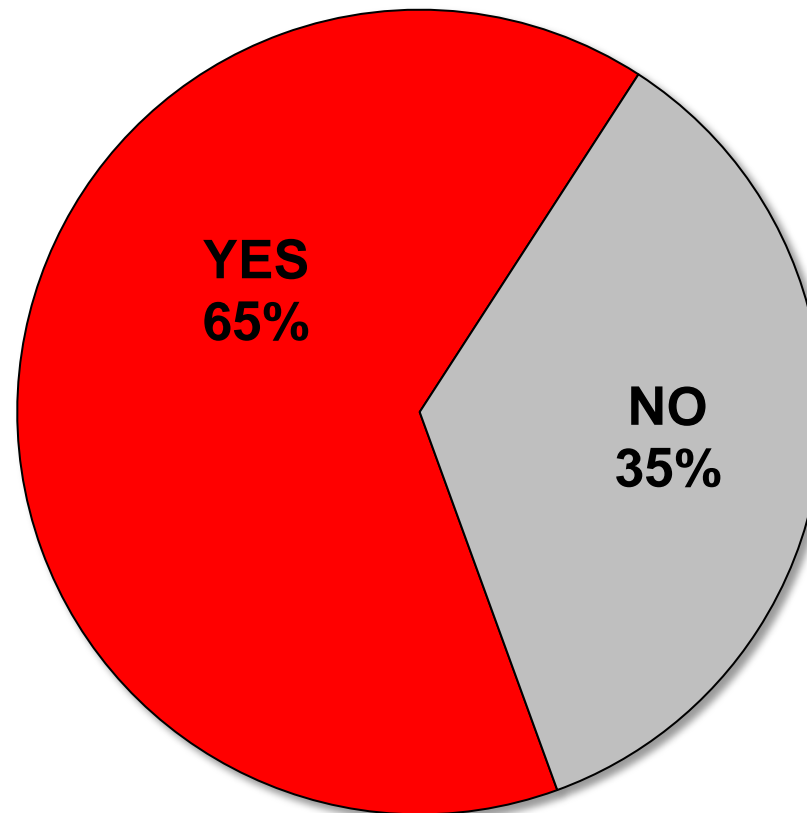
Cumulative Reporting of New Appointments via Phone



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mCare Improved Communications with Remote Unit/Care Team



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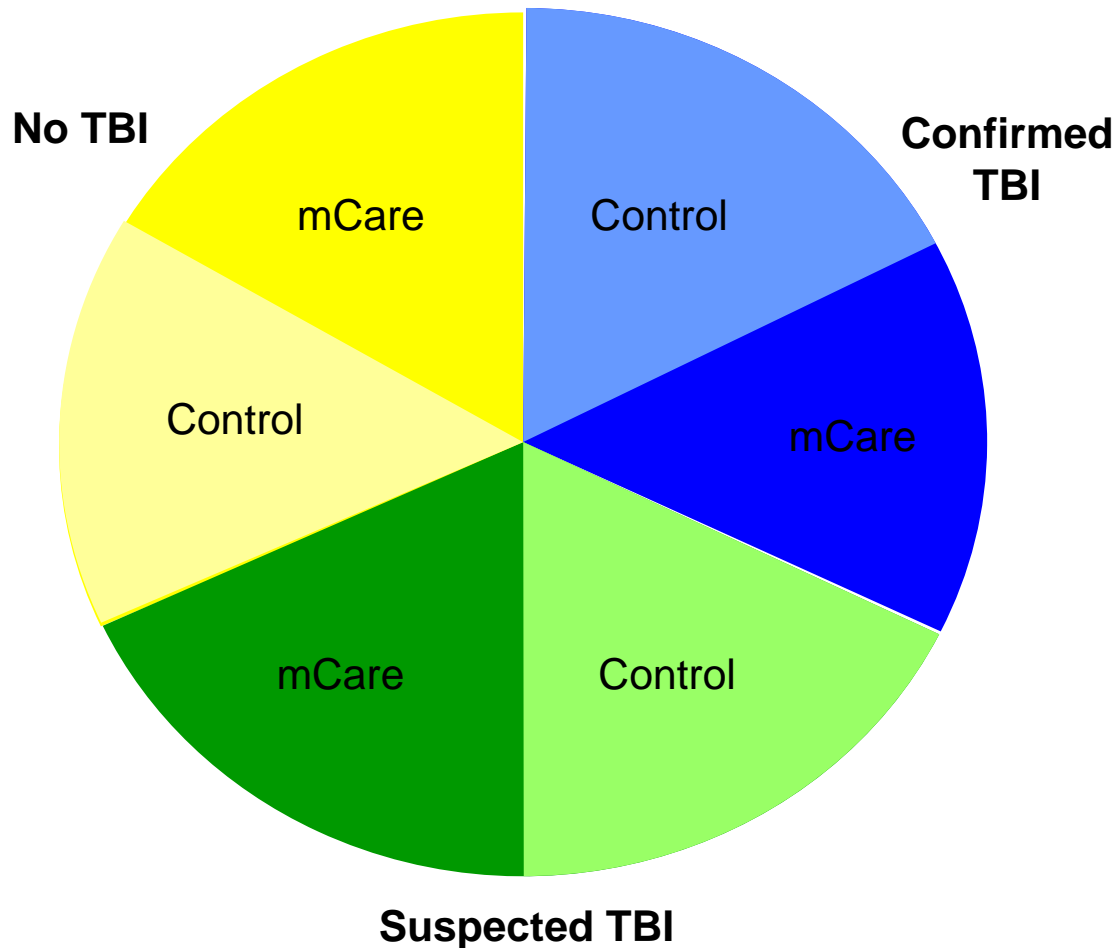
Future Analysis: Research Study

Outcomes	Objective	Measurement	Expected Benefit
Administrative	Increasing contact rates	Contact rates assessment btw SM, CM and PS	Improvement contact rates
	Satisfaction with CM Care	Management Quality Assessment	Increased communication = increased satisfaction
	Appointment attendance rates	Rates of verified appointment attendance	Decreased no-show rates
Clinical *	Well-being/ Neurobehavioral	General Well-Being Schedule Neurobehavioral symptom Inventory	Evaluation of current symptoms
	Goal awareness	Comprehensive Transition Plan assessment	Accurate goal awareness
Technological	System performance	System analysis	Prioritization of features required
	System utilization – Service Member	System analysis	System is functional and reliable
	System utilization – Case Manager/Platoon Sergeant	System analysis	System is functional and reliable
System-based	User Satisfaction – Service Member	Focus group evaluation SUS technology assessment	Acceptability of system
	User Satisfaction – Case Manager/Platoon Sergeant	Focus group evaluation SUS technology assessment	Acceptability of system

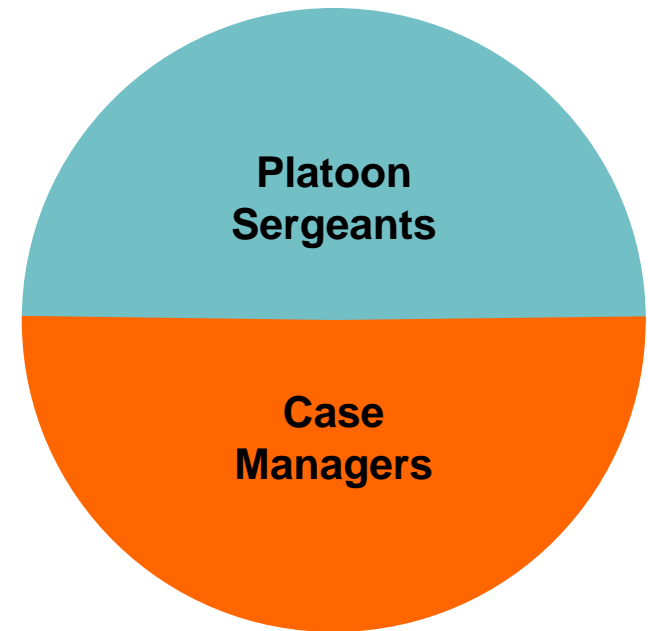


Research Study Population

WT Participants (200 – 400)



Cadre Participants (by site)



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		1st Term												2nd Term												3rd Term												4th Term																							
Weeks	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37 - 60																							
Participant Enrollment & In-Processing																																																													
Recruitment, Screening, Informed Consent, Goal Setting, Randomization																																																													
Pretest: NSI ¹ and GWS ²																																																													
Activate mCare for Group 1																																																													
Intervention & Data Collection																																																													
Case Management (Group 1 & Group 2)																																																													
mCare System (Group 1)																																																													
System Performance, Utilization																																																													
Participant Characteristics: Risk Management Status, Concurrent Life Events & Activity Level																																																													
Status Assessment: Goal Awareness, CM*/PS** - Patient Contact Rates																																																													
Status Assessment: NSI ¹ , GWS ² & CCQQ ³																																																													
Post-Study Analysis																																																													
CM*/PS** User Satisfaction Assessment: SUS ⁴																																																													
Data Analysis, Reporting Results																																																													

* CM = Case Manager
** PS = Platoon Sergeant

- 



mCare Team Acknowledgements

- LTC Lynne Lowe
- COL Eileen McGonagle
- Dr. Fran McVeigh
- COL Ron Poropatich
- Dr. Johnie Tillman
- Mabel Cooper
- Cindy Gilley
- Lois Goldstein
- Kurt Huttar
- Bonnie Strickland
- Celicia Thomas

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Project Vendor Acknowledgements

- AllOne Health, Inc
- Diversinet
- Medical College of Georgia Department of Biostatistics
- Sister Kenny Research Center

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